

Appendix A
MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 – MAY 2004

June 2003

TTY June 4, 2003

The caller complained that the CA typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for inconvenience. Suggested that the Internet may have frozen up during conversation.

Contact Closed: June 4, 2003

FCC: Typing Issue

TTY June 19, 2003

The customer complained that the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the operator's error.

Contact Closed: June 19, 2003

FCC: Verbatim

TTY June 21, 2003

The customer complained that the operator made too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 21, 2003

FCC: Typing Issue

TTY June 23, 2003

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 23, 2003

FCC: Verbatim

TTY June 24, 2003

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: June 24, 2003

FCC: Typing Issue

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Voice June 26, 2003

The caller, an HCO user, complained the operator typed TTY tones to him, and failed to leave the entire message on an answering machine.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and confirmed the customer had the correct number to reach voice relay.

Contact Closed: June 26, 2003

FCC: Verbatim

TTY June 30, 2003

The caller complained that the operator was telling her how to handle her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 30, 2003

FCC: Transparency

July 2003

TTY July 1, 2003

The customer was upset because the operator typed the wrong telephone number during her conversation.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 1, 2003

FCC: Verbatim

TTY July 1, 2003

The customer complained the operator was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow-up accordingly.

Contact Closed: July 1, 2003

FCC: Answer Performance

TTY July 9, 2003

The customer complained that the operator did not follow instructions, typed poorly, and disconnected the call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

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Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 9, 2003

FCC: Typing Issue

Voice July 15, 2003

The customer complained he/she had difficulty reaching the relay service.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the customer the situation would be reported.

Contact Closed: July 15, 2003

FCC: Answer Performance

TTY July 24, 2003

The customer complained the operator did not follow instructions, was rude, did not type accurately, and hung up on her.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 24, 2003

FCC: Typing Issue

TTY July 29, 2003

The customer complained he was receiving garbled text from one operator. Another operator typed too slowly and was slow to respond.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Referred the customer's complaint to management for a callback. Made several attempts to reach the customer.

Contact Closed: August 13, 2003

FCC: Typing Issue

TTY July 30, 2003

The customer complained she had difficulty reaching the relay service.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the situation would be investigated.

Contact Closed: July 30, 2003

FCC: Answer Performance

TTY July 30, 2003

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The customer complained he had to wait a long time to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: July 30, 2003

FCC: Answer Performance

August 2003

Voice August 4, 2003

The customer complained she had to wait a long time to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and placed the call for the customer.

Contact Closed: August 4, 2003

FCC: Answer Performance

TTY August 8, 2003

The customer complained that the operator made several typing errors, and would not provide his/her operator number.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 17, 2003

FCC: Typing Issue

TTY August 15, 2003

The customer complained the operator had not relayed the call correctly. She requested an experienced operator place her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Placed the call for the customer and informed customer that the operator had relayed the call correctly.

Contact Closed: August 15, 2003

FCC: Verbatim

TTY August 31, 2003

The customer complained that the operator took too long to dial his/her call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 31, 2003

FCC: Answer Performance

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September 2003

TTY September 7, 2003

The customer complained that even though she requests a female operator, the male operators dial her call anyway.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience. Set up profile stating she prefers female operators.

Contact Closed: September 8, 2003

FCC: Gender Accommodation

Voice September 25, 2003

The customer complained she heard the operator talking to another person. The customer also stated that when she said “hello”, the operator hung up.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 26, 2003

FCC: Transparency

October 2003

TTY October 20, 2003

The customer complained that the CA typed to slowly, and made many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 22, 2003

FCC: Typing Issue

TTY October 28, 2003

The customer complained that it took too long to get an operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. Recommended to the customer to use the toll-free number designated for VCO calls.

Contact Closed: October 29, 2003

FCC: Answer Performance

November 2003

TTY November 17, 2003

The customer complained the operator had not relayed the call verbatim.

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Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 17, 2003

FCC: Verbatim

TTY November 18, 2003

The customer complained that the operator had too many typing errors and was slow to respond.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 18, 2003

FCC: Typing Issue

Voice November 21, 2003

The customer complained that the operator was not remaining transparent during her conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: November 23, 2003

FCC: Transparency

December 2003

TTY December 9, 2003

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. Explained that heavy call volume might have caused the delay.

Contact Closed: December 9, 2003

FCC: Answer Performance

January 2004

Voice January 7, 2004

The customer complained that when leaving a voice message on her answering machine, the operator added her own personal comments at the end.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's

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manager would follow up accordingly.

Contact Closed: January 7, 2004

FCC: Transparency

TTY January 12, 2004

The caller had several complaints including VCO calls not being answered fast enough, being billed long distance for local calls, VCO call handling.

Category: Other (Misc)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for any inconvenience, and addressed each of the caller's issues.

Contact Closed: January 12, 2004

FCC: Answer Performance

TTY January 27, 2004

The customer complained that the operator did not relay his call accurately.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and advised the operator's manager would follow up accordingly.

Contact Closed: January 27, 2004

FCC: Verbatim

February 2004 – Nothing to report.

March 2004

TTY March 10, 2004

The customer complained that the operator was slow to respond and did not type accurately.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: March 10, 2004

FCC: Typing Issue

TTY March 19, 2004

The customer complained that the operator typed too slowly and made several errors during his conversation.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: March 19, 2004

FCC: Typing Issue

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April 2004

Voice April 6, 2004

The customer complained that the operator did not remain transparent on her call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 7, 2004

FCC: Transparency

TTY April 15, 2004

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 15, 2004

FCC: Typing Issue

Voice April 19, 2004

The customer complained that the operator kept interrupting her and asking her to repeat.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 19, 2004

FCC: Transparency

TTY April 29, 2004

The customer complained that the operator made too many typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: April 29, 2004

FCC: Typing Issue

May 2004

TTY May 18, 2004

The customer complained that the operator did not complete his conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's

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manager would follow up accordingly.

Contact Closed: May 20, 2004

FCC: Verbatim